



AT THE CUSTOMER, FOR THE CUSTOMER

- **Client:** A large financial services company
- **Business Area:** Large Client Specialty Benefits
- **Opportunity:** Large Client team had recently implemented a new disability claims tracking and reporting process for a specific (and key) client, and that client was concerned about errors within the process
- **Findings:** In the first two months, there were 30% errors — 60 issues, out of 200 claims processed — the client had reported the problems a number of times, and they were quite frustrated
- **Results:**
 - 2-day Workout approach identified the causes of the errors; got buy-in from vendor and customer to needed changes on both sides
 - After 30-day implementation, error rate was below 2%